

## **Division of Collections Frequently Asked Questions**

### **Can I pay my delinquent taxes over the telephone?**

Yes, the Division of Collections can electronically process your payment over the telephone using your Discover, Mastercard, VISA or debit card. The Department of Revenue can also debit your payment directly from your checking account.

### **I cannot pay my tax due in full and need to set up a payment agreement. What should I do?**

Once you receive a notice of tax due from the Department of Revenue, if you cannot pay the balance in full and would like to set up a pay agreement, call the Division of Collections at (502) 564-4921, Extension 5357.

**Note:** We cannot set up a pay agreement for you until you receive a notice of tax due from the Department of Revenue.

### **Once I set up a payment agreement, can I make my monthly payment electronically?**

Yes, the Division of Collections can set your monthly payments up electronically using your Discover, Mastercard, VISA, debit card or direct-debit from your checking account.

### **Is there a fee associated with making payments electronically?**

Yes, there is a 2.5 percent convenience fee added to payments made via Discover, Mastercard, VISA or debit card. There is no fee associated with direct-debit payments from your checking account.

### **I was set up on a monthly payment agreement but I keep receiving notices of tax due that state I need to pay in full. Why?**

Each time a payment is applied to a bill, you will receive a re-billing reflecting the credit and the resulting amount due on that particular bill. If you have multiple bills, the re-billing will not reflect the total amount due on your collections case. As long as you are in compliance with your payment agreement terms, you may continue to make your monthly payments using the bottom portion of the re-billing with your next payment.

If you are on an electronic form of payment for your monthly payment agreement, you may simply retain the re-billing for your records.

**I would like to meet with a collections representative to discuss my delinquent taxes. Can I set up a meeting? Who can I contact?**

If you would like to meet with someone at the Division of Collections to discuss your situation, we would be happy to meet with you. You can call our office at (502) 564-4921, Extension 5357, to set up a time to meet with one of our representatives. We are located at:

501 High Street  
8th and 9th Floors  
Frankfort, KY 40601

**I have moved to another address. What should I do to update my mailing information with Department of Revenue?**

Contact the Department of Revenue Taxpayer Assistance Section at (502) 564-4581 or send a written change of address notification to P.O. Box 1190, Frankfort KY 40602.